

**Appl. No.** : **09/710,690**  
**Filed** : **December 10, 2000**

### **Amendments To The Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

#### **Listing of Claims:**

1-20. (Cancelled)

21. (Previously Presented) A method, comprising:

Using a server computer which is programmed to receive an order over the Internet, via a web-based interface, said order received from a consumer, said order specifying at least one product to be purchased;

Said programming on said server computer causing said receiving payment information from said consumer over the Internet;

based on said receiving said order and said payment, using said programming on said computer for determining one of a plurality of different order fulfillment locations to send said at least one product to said consumer;

said programming on said computer controlling sending contents from said order, from said one of said order fulfillment locations based on said determining, to the consumer, using a shipping method;

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subsequent to said sending, using said programming on said computer for receiving information indicative of the consumer having returned to return the contents from said order to a local retailer, where said local retailer is different than said server and different from said one of said order fulfillment locations,

responsive to said consumer returning said contents, using said programming on said computer for refunding the payment received as part of said payment information;

maintaining an inventory management system in a computer using programming that determines for said plurality of fulfillment locations, amounts of inventory maintained at least at a plurality of said fulfillment locations; and

storing, in said inventory management system, information indicative of inventory at local retailers, and also storing information indicative of other local retailers, and using said information to select one of said retailers to send said products, and using said refund of said item to increase an indication of a number of items stored at said retailer in said inventory management system,

where said programming maintains information which, for plural different items in said inventory management system, indicates whether said items are from returns.

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22. (Cancelled)

23. (Previously Presented) A method as in claim 21, wherein said determining comprises determining an order fulfillment location to send said product which is physically closest to said consumer.

24. (Previously Presented) A method as in claim 21, wherein said determining comprises determining an order fulfillment location to send said product which is within a specified mailing time to said consumer.

25. (Cancelled)

26. (Previously Presented) A method, comprising:  
using a server computer which is programmed to receive an order over the Internet, via a web-based interface, said order received from a consumer, said order specifying at least one product to be purchased;  
using said programming on said computer for selecting one of a plurality of different locations where said consumer can pick up said at least one product;

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said programming on said computer controlling sending a unique identification code which is unique to said order to the consumer and also sending information to said location indicative of said unique identifying number and of information indicating that the consumer will pick up said order; and

using the programming on the computer for providing said ~~the~~ unique identifying number to said retailer.

27. (Previously Presented) A method as in claim 26, further comprising sending information from said server which defines packaging the order in branded packaging at the order fulfillment location using said brand associated with said server.

28. (Previously Presented) A method as in claim 26, further comprising informing the order fulfillment location when the consumer returns a product.

29. (Previously Presented) A method as in claim 21, further comprising analyzing information indicative of orders to determine product trends based on geographic territory on a local level associated with order fulfillment locations and

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providing data which reminds said retailers to stock certain products which are in demand in a certain area.

30. (Previously Presented) A method as in claim 21, further comprising analyzing information indicative of orders to determine product trends based on demographics on a local level associated with order fulfillment locations and providing data which reminds said retailers to stock certain products which are in demand in a certain area.

31. (Previously Presented) A method, comprising:

receiving an order over the Internet at a server computer using programming on the server computer, via a web-based interface, said order received from a consumer, said order specifying at least one product to be purchased;

based on said receiving said order and said payment, using programming on the server computer to allow determining one of a plurality of different order fulfillment locations where said user can pick up the product;

using the programming on the computer for creating a unique identification code which is unique to said order; and

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using the programming on the computer for providing said the unique identifying number to both said user and to said order fulfillment location, and sending information to said order fulfillment location that the consumer will pick up said order.

32. (Previously Presented) A method as in claim 31, further comprising, subsequent to said sending, allowing the consumer to return the contents from said order to a local retailer different than said server and different from said one of said order fulfillment locations, and

responsive to said consumer returning said contents, refunding the payment received as part of said payment information.

33. (Previously Presented) A method as in claim 32, further comprising maintaining an inventory management system that determines for said plurality of fulfillment locations, amounts of inventory maintained at least at a plurality of said fulfillment locations, and using said refunding to increase an indication of a number of items stored at said retailer in said inventory management system.

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34. (Previously Presented) A system, comprising:

an Internet server, running a program having a web-based interface, capable of receiving an order from a consumer, where said order specifies at least one product to be purchased, and which also receives payment information from said consumer over the Internet;

an inventory management system, maintaining information indicative of inventory, and determining one of a plurality of different order fulfillment locations to send said at least one product to said consumer, and sending information to said one order fulfillment location, indicating that said order should be sent to said consumer using a shipping method;

a return system, which determines that the consumer has returned the contents from said order to a local retailer different than said server and different from said one of said order fulfillment locations, and responsive to said consumer returning said contents, refunding the payment received as part of said payment information, and using said refunding to increase an indication of a number of items stored at said retailer in said inventory management system, and where said inventory management system maintains information which, for plural different items in said inventory management system, indicates whether said items are from returns .

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35. (Previously Presented) A system as in claim 34, wherein said order fulfillment locations have different names than a name associated with said server which receives said order, and wherein said order fulfillment location receives said name associated with said server.

36. (Previously Presented) A system as in claim 35, further comprising a system that receives information indicative of packaging the at the order fulfillment location using said name associated with said server.

37. (Previously Presented) A system as in claim 34, wherein said internet server analyzes information indicative of orders to determine product trends based on geographic territory on a local level associated with order fulfillment locations and providing data which reminds said retailers to stock certain products which are in demand in a certain area.

38. (Previously Presented) A system as in claim 34, wherein said internet server analyzes information indicative of orders to determine product trends based on demographics on a local level associated with order fulfillment locations and



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providing data which reminds said retailers to stock certain products which are in demand in a certain area.